



Attention: Service Managers/Warranty Administrators

Recall 9716H: 2007-2012 CX-7 and 8515G: 2007-2014 CX-9
Front Lower Control Arms
Additional Related Part Damage

Recall Condition of Concern

On the subject CX-7 and CX-9 vehicles, it is possible that water may enter the front suspension lower arm ball joint fitting during driving. Driving on salted roadways during the winter months can lead to saltwater intruding into the ball joint, causing corrosion, which can result in generating looseness of the ball joint in the fitting. As a result of the looseness, a rattle may occur at ball joint of lower arm. After extended operation in such condition, in the worst case, the ball joint and lower arm may separate, causing a loss of steering control and increasing the risk of a crash.

Additional Repairs

If the ball joint and lower arm separates, the following information is used to process any additional repairs to the vehicle.

The dealer must work with the DSM/TOM to review the repair estimate, photos of the damage and give authorization for repair. Once the dealer has received approval from their DSM/TOM, the dealer can complete the recall and repair as directed by their DSM/TOM.

Dealer must complete the Recall repair by following the repair procedure listed in dealer recall letter and additional repairs approved prior.

Claim Submission

Submit a warranty claim for the recall repair using the warranty information listed in the recall letter and include any additional replaced parts as related and any associated labor to the recall claim.

Table with 3 columns: Warranty Type, Process Number, Symptom Code, Damage Code, Part Number Main Cause, Quantity, Related Part Number / Quantity, Labor Operation / Labor Hours, Sublet. It compares data for 2007-2014 CX-9 and 2007-2012 CX-7.

This recall claim will require your DSM approval and the following attachments:

<u>Required Attachments</u>	<u>Attachment ID</u>
Pictures of damaged area	D40
Sublet invoices related to the repair	D14
Repair Order	D01

This will close the recall on the vehicle and reimburse the dealer for any additional approved parts and labor submitted with the recall.

Note: Mazda will only accept the recall with additional parts and labor submitted for parts damage resulting from ball joint separation not for parts that are worn or from the opposite side of the vehicle.

This information will be available under MS3 for recall 9716H and 8515G.

If you have any questions, please contact Mazda Warranty Hotline (877) 727-6626, option #3.